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AT&T High Speed Internet Service

Self-Installation Guide for Wireless Gateway

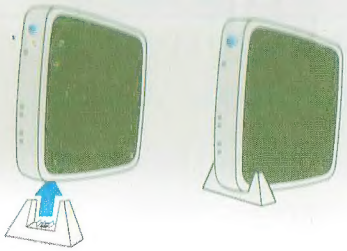
ATT93000686

Get Started

APPROXIMATE INSTALLATION TIME: 70 MINUTES

Gather materials needed for setup:

Wireless Gateway
(Wi-Fi capable router with modem)



Gateway Stand
(Place your Gateway in the stand to save space)

1 Dual-Port Filter*

3 Single-Port Filters*

1 Data Cable
Green
(Color may vary)

1 Ethernet Cable
Yellow
(Color may vary)

1 Power Adapter
Black

* Not necessary for customers without AT&T voice service

Save for later:

Feature Guide
(Customize your service after installation)

Before you begin:

1. Check your Service Activation Date. You can only connect to the Internet on or after the date and time provided to you by AT&T. This date is located on your confirmation letter or packing slip.
2. Do you have a security system, health alarm, or water meter monitor? See "Specific Issues" on the back of this guide for details.

Questions? Need help?
Visit **support.att.com**

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Having Trouble? Many issues can be resolved in three simple steps:

1. Check your connections

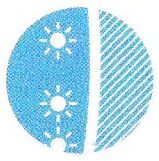
Verify that cables, cords, and filters on all devices are connected as specified in Steps 1A – 1D. Make sure:

- The Dual Port Filter is plugged into the wall jack (and not the Gateway).
- The Data Cable is plugged into the "DSL/HPNA" port on the Filter
- Your Phone Cable is connected to the "Phone" port on the Filter.

Cables usually make an audible "click" when secure. If connections are secure and you are still unable to connect to the Internet, try another phone jack.

2. Power down, power up

Shut down your computer, and unplug the **black Power Adapter** and any other devices from the back of the Gateway. Wait 15 seconds and then plug devices back in, making sure the Gateway's power light is on. (If the light is not on, try another power outlet.) Then turn your computer back on.



3. Wait for blinking indicator lights

Wait for blinking indicator lights to turn solid (may take up to two minutes), then attempt to access the Internet.

Specific Issues

What if I have a home security system, health alarm, or water meter monitor?
You will need special assistance. Call **1-800-ATT-2020** to schedule an appointment with a service technician or call your monitoring provider.

What if the DSL light doesn't turn solid green?
Follow the steps in the "Having Trouble" section above. If the light continues to blink, make sure the Dual Port Filter is plugged directly into the wall and *not* the Gateway.

Why do I need to install filters?
Without filters, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall mount filters) at **http://store.att.com** or most electronics stores.

What if I hear static on the DSL phone line?
Make sure filters are properly installed on all phone jacks with connected devices (including wall mounted phones). You can purchase additional filters (including wall mount filters) at **http://store.att.com** or most electronic stores. If you are still unable to establish a connection, insert your AT&T High Speed Internet Backup CD and follow on-screen instructions for setup.

How can I get rid of the "Detecting Proxy Settings" Internet browser notice?
Run the Internet Connection Wizard (in Internet Explorer under Tools > Internet Options > Connection Setup). When prompted to enter proxy settings, don't select anything.

How do I upgrade from AT&T Dial Internet Service?
During registration, simply enter your existing AT&T Member ID (email address) and your account will be updated automatically. If you do not register with your existing ID, you must call AT&T to cancel your AT&T Dial Internet service.

Check out the Feature Guide

Now that you have successfully installed your AT&T High Speed Internet service, check out the **Feature Guide** for more information about your email, security features, and more.

Need more help?

Visit support.att.com

Call 1.888.321.2375 (in AL, FL, GA, KY, LA, MS, TN, NC and SC)
or 1.877.722.3755 in all other states

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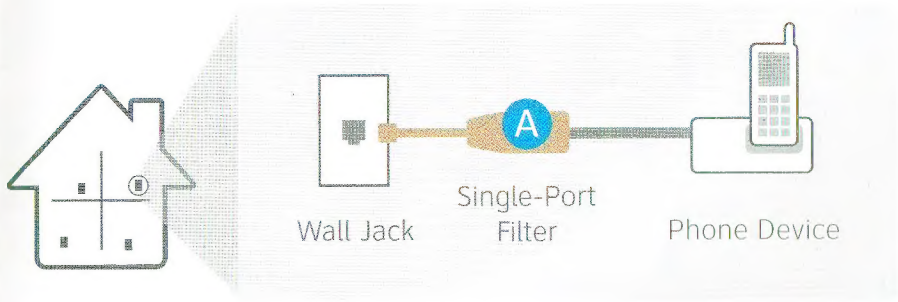
1 Setup 15 MINUTES

Customers without AT&T voice service can skip steps **A, B,** and **C** and start with step **D**.

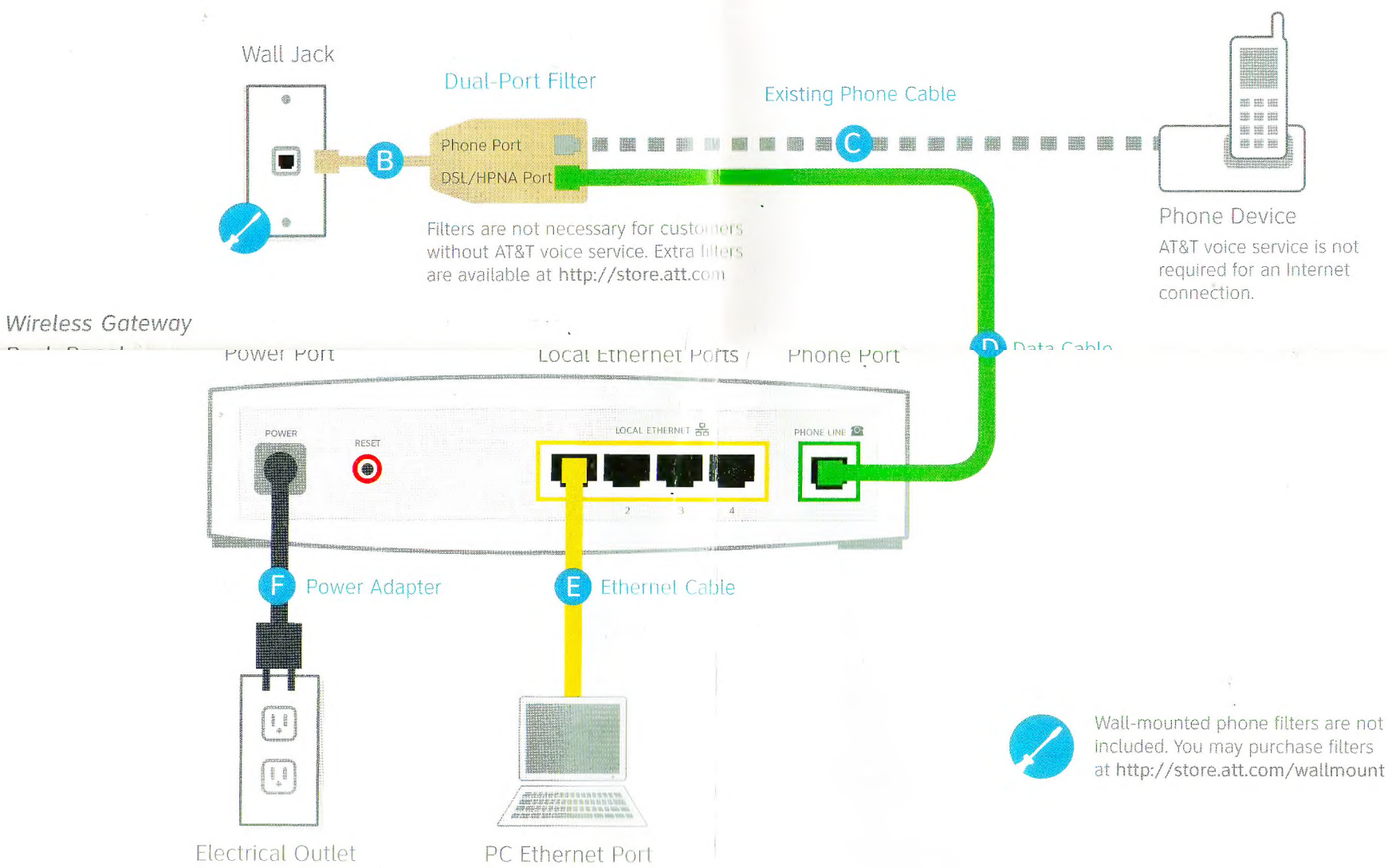
A Install **Single-Port Filters** on any wall jacks with telephones, fax machines, satellite receivers, or other connected devices *except the jack that will be used by the Gateway.*



B Connect **Dual-Port Filter** to the wall jack that will be used by the Gateway.

C Connect **Phone Cable** of any device sharing this jack into the **Dual-Port Filter** 'Phone' port.

D Connect **green Data Cable** from the Gateway 'Phone Line' port to the Dual-Port Filter 'DSL/HPNA' port (or directly to the jack if you do not have AT&T voice service).



E Connect **yellow Ethernet Cable** from Gateway 'Local Ethernet' port to PC Ethernet port.

F Connect **black Power Adapter** from Gateway 'Power' port to electrical outlet.

Questions?

Go to support.att.com

2 Power Up 15 MINUTES

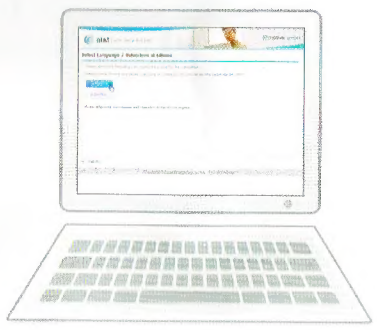
- Your Gateway is now powering up. Wait for all lights on the front to turn solid green. This may take up to 15 minutes.

  Important: During this time, do not unplug the **black Power Adapter** or **green Data Cable**. This can damage the Gateway.

- If the "DSL" light does not turn solid green after 20 minutes, see the "Having Trouble?" section on the back of this guide.

3 Activate 30 MINUTES

- Open your Internet browser (e.g. Internet Explorer® or Safari®). The online registration process will start automatically to help assist you in activating your service.



To open your browser if you are a PC User: Double click on the Internet Explorer® icon to open your web browser

To open your browser if you are a Mac® User: Double click on the Safari icon to open your web browser.

Note: During registration you will be asked to enter your AT&T High Speed Internet telephone number /account number. See your confirmation letter or packing slip to locate this number.

Customers without AT&T voice service:
Enter your account number (located on your confirmation letter or packing slip) in the "High Speed Internet Telephone Number" field.

4 Go Wireless (Wi-Fi) 10 MINUTES

Access the Internet on your computers through a wireless (Wi-Fi) connection.

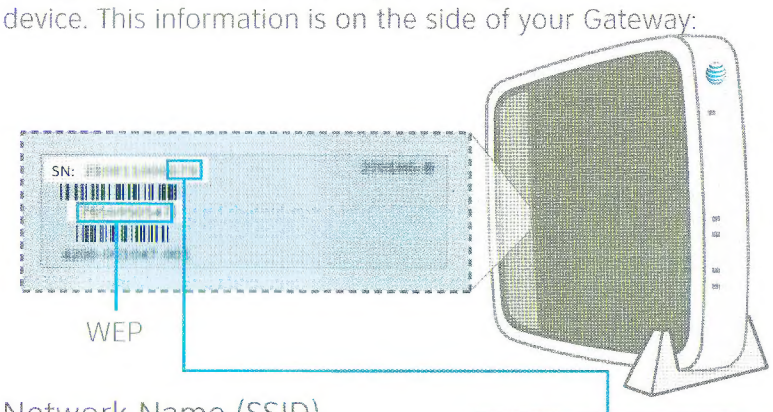
- Write down the Network Name (SSID) and the Wireless Encryption Protocol (WEP) Key, shown on the side of your gateway, in the space provided to the right. The Network Name (SSID) includes "2WIRE" plus the last three digits of the gateway serial number.
- Go to your computer's "Wireless Network Settings" and refresh the network list.
- Select your Network Name (SSID) from the list. You may need to scroll through the list to find your SSID.
- Enter the 10-digit Wireless Encryption Protocol (WEP) Key in the "Password" field to connect to your network.

  Congratulations! You should now be wirelessly connected to the Internet.

Note: Wireless configuration is possible with laptops, cell phones, or PDAs with built-in 802.11b/g Wi-Fi Support.

Record Your Information

You will need your Network Name (SSID) and Wireless Encryption Protocol (WEP) Key to configure a wireless device. This information is on the side of your Gateway:



Network Name (SSID)

2	W	I	R	E			

10-digit Wireless Encryption Protocol (WEP) Key

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